



**1. What is CLEAR?**

- CLEAR speeds travelers through airport security in 5 minutes or less--every flight, every time.
- CLEAR uses biometric technology (fingerprint and iris scan) to eliminate the bottleneck at the airport security checkpoint and avoid long lines. Members bypass the TSA employee who checks the passenger's travel documents.
- Instead, members use their unique CLEAR Card at our dedicated lanes and proceed directly to physical screening.

**2. CLEAR member experience**

- After getting their boarding pass (if needed) – members go directly to the CLEAR lane (usually next the regular airport security line)
- They insert their CLEAR card into an ATM-like machine and verify their identity – along with a swipe of their finger or iris image.
- Members are then escorted by our dedicated attendants to the physical screening lanes, assisted with bins, and proceed through the scanners—all in less than 5 minutes on average.

**3. How do you enroll?**

- First, prospective members enroll online at [clearme.com](http://clearme.com)
- Then members must visit one of our convenient enrollment centers ([clearme.com/enrollment-centers](http://clearme.com/enrollment-centers)) for CLEAR to register their passport and driver's license, as well as submit their biometrics (fingerprints and iris image) and take a photo.
- This information is securely stored on a CLEAR card, which is shipped to members within 7 business days.

**4. What about those who express concern over the technology?**

- We use top of the line data encryption and security processes to protect our members' data. ***The integrity of our data is the integrity of our company***
- Our CLEAR machines are innovative and secure technology. There is no personal data stored on the CLEAR kiosks.
- With this technology, our members can actually feel safer, knowing that no one can ever get through the airport using their identity.

**5. What are the key challenges to launching an airport? Why aren't you in more?**

- CLEAR is in conversations with major airports across the country.
- Every airport has its own unique needs and specifications, so CLEAR works closely with each team to customize our service to best service the airport and its travelers.

**6. Can you keep your shoes and jackets on with CLEAR?**

- Physical screening is a vital part of keeping passengers, airports and airplanes safe, so all passengers do need to go through physical screening.



## FAQ's

- CLEAR eliminates the huge bottleneck leading up to the first TSA agent verifying documents, which is usually the longest part of the security process.
- Once people make it up to the metal detectors, they're usually through in a few minutes.

### **7. How do you work with PreCheck?**

- We work closely with the TSA at a national and local level and have been approved for operations by the Department of Homeland Security (the governing body of the TSA) as "Qualified Anti-Terrorism Technology."
- CLEAR is integrated with PreCheck in SFO, MCO and DEN. Today, PreCheck eligible CLEAR members can access the PreCheck lanes after using the CLEAR lane.
- Additionally, CLEAR was selected by TSA to partner in the next phase of testing to expand PreCheck. We are excited for the possibility to provide more value to CLEAR customers by enabling PreCheck eligibility as part of their membership.

### **8. Didn't I see CLEARlanes in airports before?**

- Yes—Alclear LLC purchased CLEAR out of bankruptcy, from the old company, Verified Identity Pass in 2010.

### **9. How much does it cost?**

- CLEAR membership retails for \$179/ year, but we offer a family package, where you can add a partner or spouse for only \$50. Kids under 18 always fly free.
- We also offer competitive corporate pricing and are always running trials and specials on [clearme.com](http://clearme.com).